

DEPARTMENT OF THE ARMY  
U.S. ARMY DENTAL ACTIVITY  
Fort Huachuca, Arizona 85613-7040

DENTAC Memorandum  
No. 40-1

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Medical Services  
ARMY MEDICAL TREATMENT FACILITIES GENERAL ADMINISTRATION  
DENTAL CHARGE OF QUARTERS (DCQ)

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1. HISTORY. This is a revision of an existing publication.
2. PURPOSE. This pamphlet establishes policy and outlines responsibilities and procedures for this headquarters.
3. REFERENCES. None.
4. SCOPE. To establish policies and procedures for a Dental Charge of Quarters (DCQ) for Headquarters, U.S. Army Dental Activity (USADENTAC), Fort Huachuca.
5. RESPONSIBILITIES.
  - a. Personnel responsible for the handling of dental emergencies after duty hours are as follows:
    - (1) Raymond W. Bliss Army Health Center (RWBAHC) Prime Time Clinic (PTC) staff (only to contact DOD and DCQ).
    - (2) Dental Charge of Quarters.
    - (3) Dental Officer of the Day.
  - b. RWBAHC PTC responsibilities are:

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\*This memorandum supersedes DENTAC Memo 40-2-2, 5 Oct 95

(1) Receive all patients that report for dental-related emergencies. If the dental patient calls, request the patient report to the PTC. Have patients remain in waiting room area and call the DCQ.

(2) Fort Huachuca Regulation 40-1 requires female patients seeking dental treatment after duty hours to be accompanied by another adult. To minimize misunderstandings and delay in treatment, the PTC staff and DCQ will inform all such patients of this requirement during telephonic contact, if applicable. Under no circumstances will the DCQ be unaccompanied in a room with a member of the opposite sex. Wait or call a chaperone.

(3) The DCQ will report to the RWBAHC PTC within 20 minutes of notification.

(4) If the DOD cannot be reached within 20 minutes, then the DCQ will call the next dentist on the DOD roster. If contact is not made with the next dentist on the roster, then continue calling dentists in sequence until one is reached. This must be entered into the CQ log and reported to the DENTAC First Sergeant (1SG) the next duty day.

(5) If a patient was involved in an accident or altercation resulting in obvious facial trauma, lip laceration, or dislodged/missing teeth, both the DOD and the DCQ should be called at once by PTC personnel.

(6) Any difficulties encountered in the notification of the DCQ should be reported to the DENTAC 1SG, at the earliest possible time, usually the next workday.

6. GENERAL. The DCQ will be responsive after duty hours to emergency calls, and prepare all patients for the DOD to the best of his/her ability. The DCQ, not only during duty hours but after duty hours, should not regard a call as an imposition, but as a fulfillment of his/her obligation as a health professional. Diplomacy and courtesy are essential to avoid unfavorable incidents.

a. Every member of the military service is on duty 24 hours a day, 7 days a week. This is also true of the enlisted soldiers of the USADENTAC. Few people call after normal duty hours, but if this happens, the idea should never be entertained that duty hours are fixed and that just because clinical hours are over, one is freed from his/her responsibilities as a health professional to make oneself available to provide health care to the personnel on the post.

b. The DCQ, with the DOD, represents the entire dental service during non-duty hours. The DCQ and the DOD will maintain a clean and professional appearance at all times. Civilian clothes are authorized as long as the individual maintains a clean and professional appearance. Emergency dental services are likely to be requested by patients who are either in pain or in some degree of emotional distress. In all personal or telephonic contact with patients, the DCQ should exhibit a courteous and understanding disposition. Cold and impersonal treatment of a distraught dental patient will be likely to complicate any treatment procedures rendered by the DOD. Alcoholic beverages will not be consumed while on duty.

c. The DENTAC 1SG will prepare DA Form 6, DCQ Duty Roster, and assure its timely dissemination.

d. The DCQ will verify telephone number and beeper operation with the PTC of RWBAHC. The DCQ will have the beeper in their possession at all times. Before departing the duty section at the end of the day, the DCQ will check with the NCOIC of Runion Dental Clinic and the RWBAHC PTC to see if there are any dental emergency patients.

e. The DCQ will check all duty rosters and be available for duty on those days assigned. Each individual will receive a copy of the official duty roster if duty is required during the period covered by the roster. Additionally, copies will be posted on the DENTAC bulletin board.

f. Individual personnel are responsible to ensure alert rosters indicate correct individual information.

g. The DCQ is responsible for informing the DENTAC 1SG the following duty day of any and all cases seen during his/her tour of duty that are of extraordinary circumstances, unfamiliar situations, problems of any sort, or in need of further guidance. Additionally, these extraordinary circumstances must be entered into the DCQ log.

h. The DCQ will understand this memorandum and is required to read it in its entirety before assumption of duty.

## 7. PROCEDURES.

### a. Detail.

(1) There will be no exchange of duty between individuals without prior approval of the DENTAC 1SG and/or XO. Requests for exchange will be submitted to DENTAC 1SG using a memorandum (see appendix A).

(2) Duty rosters will be posted in Runion Dental Clinic (RDC) and on the DENTAC HQ bulletin boards.

(3) If a person detailed is unable to perform duty due to sickness, accident, or other cogent reason, the next avail-able individual on the published duty roster will assume the duty, unless other arrangements have been made with the Detachment Commander.

### b. Tour of duty.

(1) The length of tour is 7 days beginning at 0700 Wednesday until 0700 the following Wednesday.

(2) Weekends and holidays. The CQ is not required to stay at the clinic, but to report for emergency calls only.

### c. Specific duties.

(1) Equipment.

(a) The DCQ will report to the DENTAC HQ by 0900 and obtain the instruction book, keys to the clinic, and the electronic beeper from the SDNCO or Acting SDNCO. The beeper will be signed over to the CQ on DD Form 1150 (Request for Issue and Turn-In). The beeper will be tested upon assumption of duty and will be checked daily to ensure proper function. Check beeper before leaving residence or location with a telephone.

(b) Immediately upon relief each Wednesday by the DENTAC 1SG, the DCQ will deliver DOD and CQ reports to the DENTAC Commander. Radiographs and forms for dental records will be given to the RDC records clerk for filing. If a patient is seen, a copy of the SF 603A will be attached to the DOD report and forwarded to the commander.

(c) The DENTAC 1SG will ensure that the DOD and CQ reports reach the XO and the commander NLT 0930.

(2) Security duties.

(a) No unauthorized personnel will be allowed in the dental clinic at any time. ("Authorized" means patients and personnel performing official duties only.) All persons, including patients, admitted to the clinic will be entered in the DCQ report, listing time of arrival and departure.

(b) The DCQ is responsible for the security of the clinic and its property during his/her tour of duty.

(c) All unusual events will be entered in the comment section of the DOD report and brought to the attention of the DENTAC 1SG. They will also be entered into the CQ log and reported to the commander.

(d) In those instances in which it is necessary for law enforcement authorities to enter the clinic (i.e., in pursuit of suspects, to secure or investigate crime scene, or deal with urgent disorder), the DCQ must cooperate and assist. In any such instances, the Detachment Commander or DENTAC 1SG will be contacted immediately.

(3) Dental assistant duties in the dental operatory.

(a) The DCQ will assist the DOD in patient treatment.

(b) No minor will be treated unless accompanied by an adult empowered to sign authorization for treatment, except for life-saving procedures. A married minor is legally considered an adult. The age of consent in Arizona is 18.

(c) The DCQ will clean and prepare for sterilization all instruments that are used by the DOD, and prepare the room for the next patient.

(4) The DCQ will assure that the Dental Treatment Room (DTR), x-ray room, and the front desk are kept in proper order.

d. Records.

(1) Before arrival of the DOD, the DCQ will initiate necessary records in preparation for the DOD's entries and signature to include: DD Form 2005 (Privacy Act Statement), HSC Form 201 (Medical History), and SF 522 (Consent Form). If the patient's record is maintained at RDC, the record will be made available for review by the DOD and then submitted with the DOD report.

(2) A separate Daily Dental Treatment Log (Tick Sheet) report will be signed by the DOD and DCQ and submitted to the DENTAC 1SG prior to the DCQ's relief from duty.

e. Response requirement.

(1) The DCQ will remain within a 20-minute driving distance of RWBAHC at all times, the primary location being the individual's residence. The DCQ will assure that there is a telephone at any place that he/she might visit for more than 20 minutes. Whenever leaving his/her residence, the DCQ will call the PTC (533-9042) to inform them that he/she is departing, and that he/she is on beeper until he/she reaches his/her destination. Immediately upon arrival at the destination, the DCQ will call the PTC and give them the telephone number. Shopping trips are allowed but should be kept to a minimum in order to keep the time away from home as short as possible. Upon leaving a destination, the same procedure applies until the DCQ arrives at his/her residence. Beeper should be checked for proper function before leaving a place with a telephone..

(2) Religious services. If you plan to attend religious services, prior arrangements must be made with the PTC regarding location, time of service, telephone numbers available, or total time on beeper.

(3) Personal emergencies. If the DCQ requires relief from duties for emergency reasons, the DOD, 1SG, or Detachment Commander will be notified. DCQs cannot excuse themselves from duty.

f. Dental emergencies.

(1) Patients seeking emergency dental treatment after duty hours will report to the PTC of RWBAHC to be logged in prior to being referred to the DOD. Patients must have a valid Department of Defense identification card (ID) in their possession. Sponsors of dependents under 10 must present their ID card. All patients must be eligible under the DEERS program; this will be determined by calling the Admissions Desk, RWBAHC at 3-5037/5448 and providing required patient information (name, SSN, sponsor, branch of service). Use MEDDAC Form 138 if the patient does not appear on the DEERS program, does not have proper identification card, is a DA civilian requiring emergency services, a reservist without copy of orders, or any other circumstances where eligibility is in question (i.e., a VA disability veteran whose ID card indicates no medical treatment authorized on the back side of the ID card).

(2) The DCQ will perform the following:

(a) Obtain the name, rank, organization, and complaint of the patient, and fill out necessary forms as far as legally authorized prior to dismissal of the patient.

(b) Notify the PTC when a patient has departed the clinic, giving them the name and time of departure.

(3) The CQ will not diagnose, treat, and/or dispense medications for dental patients at any time.

g. Alerts and emergency operations plan. In case of an alert and/or emergency operation after duty hours, the CQ will normally be notified by the AOD of MEDDAC or DENTAC 1SG. The DCQ will copy the message and read back to the AOD or DENTAC 1SG to verify he/she has the correct information. He/she will log the time the message was received into the DCQ log, and name of the person giving notification. The DENTAC Alert Notification Plan will then be activated, notifying the 1SG and the XO, DENTAC.

h. Civilian health emergencies. All civilians not other-wise eligible for dental treatment who report during non-duty hours for emergency dental treatment must meet the following criteria.

(1) DA civilians reporting for emergency treatment for on-the-job injuries after normal duty hours must have CA Form 16 initiated by their supervisor and must be referred from the PTC of RWBAHC.

(2) All civilians reporting for other than emergency treatment after normal duty hours must be referred from the PTC of RWBAHC through the AOD for determination of eligibility for treatment and payment of fees.

(3) Treatment of civilians, except those with on-the-job injuries, is limited to relief of the emergency situation only.

(4) All civilian patients not otherwise eligible for dental treatment except those with CA Form 16, must have in their possession a receipt from the RWBAHC Registrar or AOD showing that they have fulfilled financial obligation in accordance with current hospital policy. If not available, have patient complete MEDDAC Form 138 and the CQ will forward it to the Records Section, DENTAC, which will forward it to MSA, PAD for billing.

i. Emergency in RDC. In the event of an emergency after duty hours at RDC, the CQ will notify the NCOIC of Runion Dental Clinic. The DCQ will then contact the 1SG. The XO and/or DENTAC commander will be notified of all serious incidents. A list of key personnel will be maintained in the CQ book.

j. Daily Staff Log (DA Form 1594).

(1) The DCQ will maintain the DA Form 1594 on a daily basis. At the end of the weekly tour of duty, the DCQ will present DA Form(s) 1594 and a copy of the tick sheet for the week to the 1SG NLT 0900.

k. Failure to respond. Repeated incidents of unexcused failure to respond in a timely manner to call, or inability to be notified, may result in the offending service member being subject to punishment under UCMJ.

The proponent agency of this publication is the Office of the Commander. Send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) to Commander, U.S. Army Dental Activity, ATTN: DSBJ-CDR, Fort Huachuca, AZ 85613-7040.

//Original Signed By//

HARLAND G. LEWIS, JR.  
Colonel, Dental Corps  
Commanding

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